

**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD: JULY 1, 2003 - JUNE 30, 2004**

**COUNTY OF SAN DIEGO
BOARD OF SUPERVISORS**

2004 JUL 14 PM 4:12

THOMAS J PASTUSZKA
CLERK OF THE BOARD
OF SUPERVISORS

1. DEPARTMENT/COURT INFORMATION:

Department/Court: HHSA/AGING & INDEPENDENCE SERVICES

Division/Unit: Ombudsman Program

2. VOLUNTEER PROGRAM BENEFITS:

- a. GENERAL VOLUNTEERS (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol.	104	Hours	7269	X	\$17.19	=	\$124,954.11
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Types of work performed by GENERAL VOLUNTEERS in this category:

Advocates for residents of long-term care facilities.

Investigates allegations of elder and dependent adult abuse in care facilities.

Educates the community on long-term care issues.

- b. INSTITUTIONAL VOLUNTEERS (this section should include court referrals, honor camp inmates, PIC/RETC, GAIN, etc.)

No. Vol.	0	Hours	0	X	\$17.19	=	\$0.00
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

- c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity). These specialized positions have verifiable compensation levels [VCL]. If you have such a volunteer, please indicate the position, hours and compensation level below.)

<u>Position</u>	<u>Hours</u>	X	<u>VCL</u>	=	<u>Dollar Benefit</u>
					\$0.00
					\$0.00

No. Vol.	0	Total Hours	0	Total Value	\$0.00
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Types of work performed by SPECIALIZED VOLUNTEERS in this category:

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
<u>104</u>	<u>7269</u>	<u>\$124,954</u>
<u>0</u>	<u>0</u>	<u>\$0</u>
<u>0</u>	<u>0</u>	<u>\$0</u>

TOTALS:	104	Total Hours	7269	Total Value	\$124,954.11
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3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

Item Donated: T-III-B, T-VII-A,B Program Revenue Value: \$614,879.00

Item Donated: Ombudsman Initiative Value: \$161,966.00

Item Donated: Cash Donations Value: \$120.00

Item Donated: _____ Value: _____

TOTAL VALUE = \$776,965.00

4. VOLUNTEER PROGRAM COSTS:

a.

Cost of direct supervision of Volunteers (total hours of direct supervision multiplied by the hourly rate of staff person[s] directly supervising program volunteers.)

Hours 2080 X Rate \$22.76 **\$47,340.80**

b. Cost of program coordination (total hours of program coordination multiplied the hourly rate of coordinator[s]). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placement, recognition, etc.)

Hours 3120 X Rate \$24.35 **\$75,972.00**

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c. Other program costs (training materials/supplies, recognition costs, etc.):

Item : Misc Prog Costs Cost: \$90,000.00

Item : Clerical, Admin, Overheads, Indirects Cost: \$26,188.00

Item : _____ Cost: _____

TOTAL OF OTHER PROGRAM COSTS =

\$116,188.00

d. TOTAL OF PROGRAM COST (4a+4b+4c) =

\$239,500.80

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a Total Dollar Benefits of Volunteers, Item 2d **\$124,954.11**

b. Total of Donations to Volunteer Program, Item 3 **\$776,965.00**

c. Subtract Total of program Costs, Item 4d **\$239,500.80**

TOTAL PROGRAM BENEFIT:

\$662,418.31

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6. **RECRUITING:**

Please describe your recruiting programs:

Press releases to newspapers and community publications; PSA on radio,

AARP recruitment campaign, participation in health fairs, free advertising

in the Union-Tribune Strictly for Seniors and Volunteer sections, paid

advertising in local papers around the county.

7. **SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:**

Please describe any special activities and/or achievements your program was involved in during the period of this report:

Ombudsmen protect the rights of long-term care residents' by serving over 25,000

residents who reside in 675 facilities. Ombudsmen investigated over 2300 complaints

on behalf of long-term care residents and logged 7200 volunteer hours in FY 03/04.

8. **VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2004-05:**

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

Conduct two Ombudsman volunteer recruitment campaigns and two 36-hour

volunteer certification training sessions. Maintain a volunteer base of 120 active

volunteers throughout the year. Will provide approximately 66 hours of training to

volunteers.

9. **GENERAL INFORMATION:**

Name of person completing report: Sharon Cordice

Phone: 858-505-6322 Mail Stop: W433 E-Mail: sharon.cordice@sdcounty.ca.gov

Volunteer Coordinator: Sharon Cordice

Phone: 858-505-6322 Mail Stop: W433 E-Mail: sharon.cordice@sdcounty.ca.gov

10. **DEPARTMENT CERTIFICATION:**


DEPARTMENT HEAD SIGNATURE

6/30/04
DATE

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